

Dear FCC Commissioners & Staff:

My name is Eric Adams and I am writing to you regarding your consideration of dropping the requirement that the telephone companies be required to provide ISPs access to (their networks). Removal of this requirement would be a terrible mistake.

I use a small, local ISP for my DSL service. Their service is more than likely carried over Bellsouth lines. When I first decided to sign up for service, I had a choice between the small local ISP, a larger national ISP, and Bellsouth. I choose Bellsouth because they were a name I recognized and they could bill directly to my phone bill - a handy convenience.

Things quickly went downhill after I signed up for service. The in-home install kit contained an outdated DSL modem - one of many that works with Bellsouth's systems, but it was a first generation, slow, and no longer even supported by the manufacturer! More then likely they have several thousand of these and are pushing them on consumers to get rid of them. Also, I had severe outages they could not solve initially (even though they are the local phone company).

I next tried a larger national ISP. Immediately the quality of the DSL modem and the connection it self were visible. However I had to move to a new residence - and although service was available from the same company, I had to cancel my current account, return all hardware, sign up for new service and receive new hardware at the new location. While this was an inconvenience, I was also told that I could not keep the same account or email address - which was intolerable. I quickly dropped the large ISP and contacted Iglou.

Iglou is a small, local company in Louisville that provides both dial up and DSL access. They did not send any hardware, but recommended DSL modems that worked with their system so that I could make my own choice. They have provided excellent costumer service (a live person anytime I call - day or night) and the connection quality and webmail services are spectacular.

In short, the small local ISP has done what many small, local businesses in your favorite town have done. They've beaten the bulky and inconsiderate super stores with genuine choice, customer service, and support. I don't believe that any large ISP will ever match up to a local ISP. Shutting them out of the loop will only harm competition, and while it may not raise prices (after it puts the local ISPs out of business), it surely will bring down everyone's expectations of the Internet.

Sincerely,

Eric Adams
10300 Overviewpoint Dr #8
Louisville, KY 40299